

National VA TRAVEL REIMBURSEMENT CHANGE

The VA is changing Beneficiary Travel Reimbursement
From cash to direct deposit to your bank or credit union account
using electronic funds transfer (EFT)!

ARE YOU ENROLLED?

These changes are being made to provide better service to you!

***Funds are Secure *Reduces Fraud *Eliminates Lost Checks**

***Payment received directly into your bank account**

***Best use of limited VA resources**

***Consistent with practices used by VBA and SSA**

***Cash Reimbursements will no longer be
issued after February 19, 2013.***

To enroll: You may pick up and return your completed Payment Enrollment
form **(SF 3881)** at the following locations:

***Beneficiary Travel window *Agent Cashier**

***Admissions Counter *C&P Clinic**

***Community Based Out-Patient Clinics (CBOCs)**

Please submit your form today.

For additional information please contact:
Member Services at 502-287-5595 or Fiscal Service at 502-287-4939

Beneficiary Travel Mileage Reimbursement

Frequently Asked Questions

- Question:** What changes are taking place to Veteran beneficiary travel payments?
Answer: Veterans that qualify to receive beneficiary travel reimbursement will no longer be paid in cash at the VA. Instead, Veterans will receive the payments through Electronic Funds Transfer (EFT) to their bank or credit union account.
- Question:** Why are you making this change?
Answer: It is a national mandate from the U.S. Treasury. EFT is safe, secure, efficient, and less expensive than paper check payments and collections. While it costs the U.S. government \$1.03 to issue each check payment, it costs only 10.5 cents to issue an EFT payment.
- Question:** When will this take place?
Answer: Effective February 19, 2013 Veterans will no longer receive cash payments.
- Question:** What do I need to do now?
Answer: You may pick up the SF 3881 form from Travel, Agent Cashier, Admissions desk, C&P clinic, or your Community Based Outpatient Clinic (CBOC). Completed SF 3881 Payment Enrollment Forms are being accepted now.
- Question:** What do I do with my completed form?
Answer: You may turn it in to the VA clerk at the Travel window, Agent Cashier, Admissions desk, C&P clinic, or at your CBOC. You may also choose to mail your completed form to:
Robley Rex VA Medical Center
Attn: Fiscal (04)
800 Zorn Ave.
Louisville, KY 40206
- Question:** What will not change?
Answer: Veterans that qualify for beneficiary travel will continue to receive these payments. You will receive exactly the same amount of money that you would have received in cash at the Agent Cashier window. The only difference is that it will be sent via EFT into your bank or credit union account.
- Question:** How long do I have to put in my claim after I receive care?
Answer: Thirty (30) days from the date of your appointment.
- Question:** After I submit my claim, how long will it take for the money to be put into my bank account?
Answer: Our goal is to have payments processed within 30 days.
- Question:** How will I know the EFT process is complete?
Answer: The beneficiary travel reimbursement will be deposited into your bank account.
- Question:** What do I do if I do not receive the payment in my bank account?
Answer: Call the Travel staff at 502-287-5696.
- Question:** What do I do if I change banks or my home address?
Answer: Complete a new SF 3881 and turn it in as soon as possible.
- Question:** How do I find out if I am eligible for beneficiary travel reimbursement?
Answer: You may ask for a Beneficiary Travel fact sheet at your clinic or the Travel desk.